Technical
Service
Bulletin

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BRAND	ORIGIN	ISSUE DATE	EXP. DATE	TSB N.	REV.
Compuprint	ITA	28-05-2003	INDEF.	062/C	AA
PRODUCT LINE(s)					
PageMaster Printers					

REASON OF CHANGE:
This technical document describes some useful informations when a **SERVICE ERROR messages** appears on the Laser Printers in which is present the Intelliprint controller.

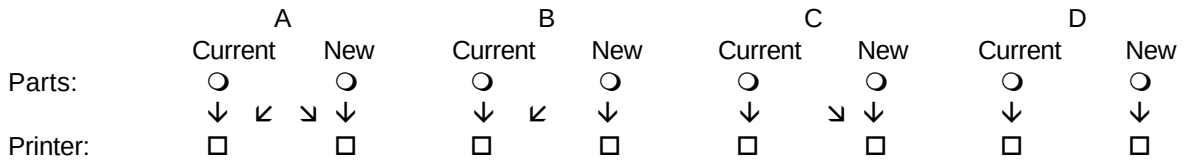
CONTENTS OF CHANGE:

See next page for details.

TYPE OF CHANGE:

- ☐ Emergency
- ■ Standard
- ☐ Form
- ☐ Fit
- ☐ Function
- ■ Other

SPARE INTERCHANGEABILITY STATUS



SPARE PARTS COMPATIBILITY:
N.A.

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DISTRIBUTION: STANDARD	PAGE 1/7

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Summary:
The following table details the Service Error messages that are generated directly by the Intelliprint controller.

DISPLAY	ERROR	RESOLUTION	NOTE
SERVICE ERROR 01	OID Setup Error	This error is most commonly seen after upgrading the Intelliprint flash code or after changing the Intelliprint or MCU board. **RESET THE OID**. (see after) If the error persists, **RESET THE NVRAM** (see after). If the error persists, perform the **SERVICE ERROR ANALISYS** (see after).	
SERVICE ERROR 02	Controller Software Error	Refer to **HOW TO HANDLE MESSAGE 02-03** (see after).	See TSB54C TSB55C
SERVICE ERROR 03	Controller CPU Error		
SERVICE ERROR 04	IPDS Fonts Not Found	This error occurs when the printer has IPDS code installed, and the printer does not see the IPDS Fonts in Flash SIMM 2. To resolve the problem: Turn the printer power off. Remove the Intelliprint controller. Reset Flash SIMM 2. If the error persists, reflash the printer with the IPDS code. Note: Current versions of IPDS code now use a 16M flash that contains both operating code and the fonts. There will be no separate font SIMM, and this error should not occurr.	
SERVICE ERROR 05	Serial Over-run Error	Incorrect serial parameters caused a bad command to be parsed by the printer. Check the serial parameters and ensure the printer setup matches the host setup.	
SERVICE ERROR 06	Serial Parity Error		
SERVICE ERROR 07	Serial Framing Error		
SERVICE ERROR 08	Serial Flow Control Error		
SERVICE ERROR 09	Wrong Controller Revision	The wrong Intelliprint controller is installed. See the specific TSB for controller Part Number.	See TSB54C
SERVICE ERROR 10	Task Communication Error	Turn the printer power off and on. If the error persists, perform the **SERVICE ERROR ANALISYS**.	
SERVICE ERROR 11	USB NVRAM Error		
SERVICE ERROR 12	IBM Interface Upgrade Error		
SERVICE ERROR 13	Flash Failure	Flash memory has failed.	
SERVICE ERROR 14	PCL Interpreter Error	Turn the printer power off and on. If the error persists, perform the **SERVICE ERROR ANALISYS**.	
SERVICE ERROR 15	Unknown Engine Type	Controller was installed into the wrong print engine.	
SERVICE ERROR 16	Too Many Network Interfaces	More than two network interfaces are active on the controller.	
SERVICE ERROR 17	Net1 Communication Error	A Net32 network interface in the Net1 slot is detected but communication cannot be established.	
SERVICE ERROR 18	Net2 Communication Error	A Net32 network interface in the Net2 slot is detected but communication cannot be established.	

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SERVICE ERROR ANALISYS

With the Service Error displayed, press NEXT and record the error codes. Press NEXT again and record any additional codes.

example:

SERVICE ERROR 02, **ID=F0000002**
Bad DRAM or bad Intelliprint controller.

SERVICE ERROR 03, **TOA: PCxxxxxxxx: C00800008** (where x is any character)
The printer has run out of operating memory, or the memory is bad.

If, on boot, the printer display shows READY, waits a bit, then flashes PROCESSING - POWER ON FILES, then there are Power-on files stored in User Flash or Disk. Power-on files are loaded from Flash or Disk into RAM. Power-on files use memory- remove the User Flash SIMM and test. Add DRAM as needed.

If possible, print the summary page (MENU >> FUNCTIONS > PRINT SUMMARY).
Under the Information section, record the Product Version, the Engine Version, and the Network Version.
Attempt to reproduce the problem.
Record all conditions that cause the error.
If a particular file or job causes the error, provide us with a copy of the job.
This can be the original file, a spooled job, or a job captured to the printer with a User Flash SIMM.
Send the collected information to us.

This procedure will not immediately resolve the issue, but will provide to our R&D the needed information.

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HOW TO RESET THE OID

Summary:
The Operational ID signature contains the printer device information.
If this string is corrupted, it will cause a SERVICE ERROR 01.
The OID can be restored by the following procedure:
Turn off the printer power.
Press and hold the following keys:

Model	Key sequence
COMPUPRINT PageMaster 210	START | MENU | SELECT
COMPUPRINT PageMaster 280	START | MENU | SELECT
COMPUPRINT Pagemaster 260N	START | MENU | SELECT
COMPUPRINT Pagemaster 402N	START | MENU | SELECT
COMPUPRINT PageMaster 450	MENU | STATUS | SELECT
COMPUPRINT PageMaster 1600c	MENU | STATUS | SELECT

Turn on the printer power.
The display shows COMPUPRINT SELECTED - release the keys.
Press START.

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HOW TO RESET THE NVRAM

Summary:
The printer may require a return to factory defaults for any of the following reasons:
The user may desire to return to default.
The user may desire to aquire a new IP address via DHCP.
Certain flash code upgrades may require a reset.
The printer settings may become corrupted and cause errors or lockups.
Notes:
A printer reset does not reset the NET32 network interface. Refer to HOW TO RESET THE NET32.
Factory Defaults have two settings- U.S. and Non-U.S.

Factory Defaults from Control Panel:
Press MENU
Press NEXT until the display shows SYSTEM MENU
Press SELECT- the display shows FACTORY DEFAULTS
Press SELECT- the display shows U.S.
To reset to US defaults, press SELECT
To reset to International defaults, press NEXT- the display shows NON-U.S., press SELECT

Factory Defaults from Web Page:
Open the printer web page.
Select ADMINISTRATION
On the FACTORY DEFAULTS box, select U.S. or NON-U.S.
On the bottom of the page, press the SUBMIT button

NVRAM Reset from Control Panel:
The NVRAM reset clears the NVRAM table- the NVRAM table is rebuilt with factory defaults during printer bootup. A NVRAM reset can clear issues that occur during the printer boot cycle.
Turn the printer power off
Press and hold the following keys: CANCEL | STATUS | PREVIOUS
Turn the power on
The printer display shows NVRAM RESET
Press SELECT
The printer continues to boot normally

Turn the printer power off
Press and hold the following keys:

Model	Key sequence
COMPUPRINT PageMaster 210	CANCEL | MENU | PREVIOUS
COMPUPRINT PageMaster 280	CANCEL | MENU | PREVIOUS
COMPUPRINT Pagemaster 260N	CANCEL | MENU | PREVIOUS
COMPUPRINT Pagemaster 402N	CANCEL | MENU | PREVIOUS
COMPUPRINT PageMaster 450	CANCEL | MENU | PREVIOUS
COMPUPRINT PageMaster 1600c	CANCEL | STATUS | PREVIOUS

Turn the power on
The printer display shows NVRAM RESET
Press SELECT
The printer continues to boot normally

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HOW TO RESET THE NET32 CARD

Summary:
The network interface may require a return to factory defaults for any of the following reasons:
The user may desire to return to default.
Certain flash code upgrades may require a reset.
The printer settings may become corrupted and cause errors or lockups.
A IP address is to be set via DHCP.
After Resetting: The IP setting will be cleared and DHCP will be enabled. If the printer is attached to the network (the cable is plugged in) and a DHCP server is active, the IP Address should set automatically- this may not be the address expected by the user.

Reset Using Test Button:
Locate the network interface connectors on the back of the printer.
The 10Base2 connector is removed from current versions of the NIC.
New printer models have the network interface integrated onto the controller, not as a separate card.
Locate the small hole near the network connector- the test button is inside this hole .
Turn the printer power off.
Using a paper clip, press and hold the test button.
Turn the printer power on.
When the network lights start flashing, release the test button.

Reset Via Telnet Connection:
Open a Telnet session to the printer and issue the following commands:
telnet *172.31.36.190*
This address is an example.
Username> *ser*
The username can be any desired name.
Local_4> *su*
This is the superuser login.
Password> system
The password *system* does not show.
Local_4>> *Initialize Factory*
Local_4>> *Init Delay 0*
The connection to the printer will be lost as the network interface reboots.

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HOW TO HANDLE MESSAGE 02-03

Summary:
SERVICE ERROR 02 and SERVICE ERROR 03 indicate that the printer software encountered a situation it could not handle or that the processor received an invalid instruction.

Resolution:
These items are in no particular order. Read the entire list before proceeding.

If the error occurs while printing:
Turn the printer power off and on.
If the error persists, reset the RESET THE NVRAM.
Ensure the printer power is directly plugged into a power outlet that is not overloaded. Do not use long extension cords.
If the error still occurs, ensure the printer has the latest Product Version.
If the error persists, perform the SERVICE ERROR ANALISYS.
If the error still occurs, remove or disconnect all printer options: Extra RAM memory, Flash memory, Network Interface Card, Hard Drive, Feeders, Output Bins, Duplexer, etc.
Power up the printer. If the error goes away, install the options one at a time until the failed option is found.
Reseat the memory- move it to a different slot.
Ensure the memory is qualified.
Random displays of SERVICE ERROR 02 and SERVICE ERROR 03, dropping characters at random, adding square boxes to text, no display on power up or printing black pages on power up.
If another like printer is available, swap the controller and memory.
If the problem follows the controller, swap the memory between printers.
Refer to TSB055/C for photos of the correct memory.
Reset the memory. Replace the memory.

If the error occurs on power-up:
Turn the printer power off and on.
If the error still occurs, reset the RESET THE OID .This needs to be done only once.
If the error persists, reset the RESET THE NVRAM. This needs to be done only once.
If the error still occurs, remove or disconnect all printer options: Extra RAM memory, Flash memory, Network Interface Card, Hard Drive, Feeders, Output Bins, Duplexer, etc. Power up the printer. If the error goes away, install the options one at a time until the failed option is found.
Reseat the memory- move it to a different slot.
Ensure the memory is qualified.
Refer to TSB055/C for photos of the correct memory.
If another like printer is available, swap the controller and memory. If the problem follows the controller, swap the memory between printers.
Replace the controller.
Replace the memory.
When the error occurs, press the NEXT key and note the codes:

All models: SERVICE ERROR 02, ID=F0000002
Bad DRAM or bad Intelliprint controller.
SERVICE ERROR 03, TOA: PCxxxxxxxx: C00800008 (where x is any character)
The printer has run out of operating memory, or the memory is bad.